

Case Study

MiTek Industries, Inc.



Global building components supply company replaces Dropbox and FTP with Accellion for increased security and control and faster performance.

Background

MiTek Industries, Inc. is the world's leading supplier of engineered connector products, engineering services, and design software for the building components industry. A subsidiary of Berkshire Hathaway, Inc., MiTek delivers progressive new solutions to the residential, commercial, industrial, and institutional construction markets on six continents.

Challenges

With software at the heart of its business, MiTek provides ongoing product enhancements, end user training, and on-site support to make sure that customers are reaping the benefits of its solution suite. Traditionally, the company used an FTP site for back-and-forth exchanges with customers – delivering software updates and patches to users and enabling customers to upload large databases to share with MiTek's customer support team.

"The solution got the job done, but the big issue was security," said Justin Daniels, Web Services/Software Engineering and IT Support Manager with MiTek. "We didn't want one customer to be able to see another customer's data, so we needed tighter security settings that we could control."

Additionally, the company's requirements had expanded beyond file transfer, requiring the ability to allow multiple people to review and add comments to documents, manage version changes, and discuss content changes. Because the organization's collaboration needs were immediate, employees were seeking IT workarounds, including using Dropbox to engage with customers. That's when the company knew it needed to find and implement a solution – and quickly.

"With public cloud providers, there are so many unknowns when it comes to security: Where exactly are your files? How do you get files back if you change providers? How do you know where your employees are sending files?," said Daniels. "We weren't willing to give up the rights to data that was sensitive, proprietary, and was rightfully ours."

When evaluating solutions, MiTek had four main requirements: 1) functionality that worked; 2) tight security controls; 3) around-the-clock reliability; and 4) support for mobile devices. MiTek quickly ruled out several competitive solutions based on file size limitations, as the

DVD images for MiTek SAPPHIRE™ software are typically 4GB, far exceeding the 2GB maximum of most offerings.

In researching available solutions, MiTek's IT team reached out to its own customers to find out how they securely share files. A Fortune 500 company praised its long-term use of Accellion – "We love it because it works!" After further review, MiTek found that Accellion Workspaces, combined with kitedrive™ file synchronization, would give employees the ability to easily collaborate at work and on the road – from laptops, iPads, and Android devices – while providing much-needed IT controls and management to support the organization's evolving BYOD and security policies.

"We wanted control within our own datacenter rather than being at the mercy of a cloud provider who could change its security policies and terms of service on a whim."

Justin Daniels
Web Services/Software Engineering
and IT Support Manager for MiTek

Solution

MiTek quickly installed Accellion within its SAN, allowing corporate data to remain within the corporate network. This deployment gave MiTek full control over management and backup processes and the ability to assign access privileges by department.

"We wanted control within our own datacenter rather than being at the mercy of a cloud provider who could change its security policies and terms of service on a whim," said Daniels. "With Accellion, we know exactly where our files are, can track and monitor both senders and recipients, and enforce file sharing policies at a user- and corporate-wide level."

Now, MiTek's software developers can upload large databases and push out customized software to customers. In addition, MiTek sales reps can create workspaces to share confidential client presentations via any mobile device. MiTek also integrated Accellion with its internal CMS system, allowing website authors to securely post software patches and upgrades. Thanks to Accellion's single sign on capabilities, files can be downloaded with a single email address and password.

Not only does Accellion provide a more secure means of communicating, but it's also much faster. Many of MiTek's customers, such as those in the residential housing industry, are out in the field relying on slow Internet connections, and in some cases, even dial up. Now, with Accellion, customers and employees outside of the office can instantly share and review critical files.

"Our software developers typically release eight different builds on any given day, most more than 1GB in size," said Daniels. "For those working remotely, Accellion is faster and a better alternative than our own VPN."

Should an employee's device get lost or stolen, Accellion allows MiTek administrators to instantly change user access rights, lock down devices, or remotely wipe a device clean. Accellion's built-in disaster recovery capabilities have replaced MiTek's previous disc replication processes, providing time savings and added reliability.

"What can I say, people just really love Accellion," said Daniels. "It's the go-to solution for our company and I can't roll out features fast enough."

BENEFITS

- Provide users and customers with a comprehensive, secure replacement for Dropbox and FTP.
- Instantly push out large, downloadable software upgrades and patches (>2GB in size) to end users.
- Maintain complete control and visibility into access rights, where files are sent, and when and how documents are changed.
- Allow remote workers, including software developers and sales reps, to access and send critical files from iPads and Android devices.

SPECIFICATIONS

MiTek Industries	
Deployed since	2012
# of Internal and External Users	2,000 Internal and External
LDAP/AD Directory Integration	Yes
Custom Web Interface	Yes
SSO	Yes
Email Integration	Yes